

Certificate III in Property Services (Agency)

CPPDSM4080A – Work in the Real Estate Industry

This unit of competency specifies the outcomes required to enable a new entrant to the industry to gain a basic understanding of the industry and work ethically and effectively in a real estate agency. This includes awareness of ethical and conduct standards, core functions of real estate agency operations, legislative and regulatory framework within which the industry operates and industry employment requirements

- Develop knowledge of estate agency operations
- Interpret and comply with legislative and agency requirements
- Model ethical practice
- Identify industry employment requirements

CPPDSM3018A – Identify Risks to Agency Operations

(CPPDSM4015A Minimise Agency & Consumer Risk)

This unit of competency specifies the outcomes required to identify risks to agency operations. It includes identifying potential risks, identifying the causes and potential impact of risks, and implementing agency procedures for responding to risks.

- Determine risks to agency operations
- Identify causes and potential impact of risks on agency
- Implement agency procedures for responding to risks

CPPDSM4009A – Interpret Legislation to Complete Agency Work

This unit of competency specifies the outcomes required to source and interpret legislation affecting real estate operations. It includes identifying and applying statutory interpretation techniques, identifying and tracking changes to relevant real estate legislation and industry codes of conduct and maintaining appropriate records.

- Identify legal principles and legislative requirements affecting real estate operations
- Interpret legislative requirements affecting real estate operations
- Identify changes to legislation and regulations affecting agency operations
- Comply with relevant industry codes
- Maintain records of legislation and industry codes

CPPDSM3001A – Assist in Listing Properties for Lease
(CPPDSM4011A List Property for Lease)

This unit of competency specifies the outcomes required to assist with listing all forms of properties for lease as part of an agency property management team. It includes assisting in the preparation and delivery of the property listing presentation and assisting in providing follow-up service to clients.

- Assist with preparing listing presentation
- Assist in delivery of property management appraisal
- Assist in providing follow-up service to clients

CPPDSM3003A – Assist in Marketing Properties for Lease
(CPPDSM4013A Market Property for Lease)

This unit of competency specifies the outcomes required to assist with the marketing of all forms of property for lease as part of a property management team. It includes assisting with preparing marketing materials, implementing marketing activities and assisting in providing follow-up service to clients.

- Assist with preparing marketing materials
- Assist in delivery of property marketing activities
- Assist in providing follow-up service to clients

CPPDSM3008A – Maintain and Protect Condition of Managed Properties
(CPPDSM4049A Implement Maintenance Plan for Managed Property)

This unit of competency specifies the outcomes required to inspect managed properties, prepare inspection reports and implement required repairs and maintenance. It requires the ability to communicate effectively with those involved in the inspection process and to have a clear understanding of methods for carrying out and reporting the results of a property inspection, implementing repairs to managed properties and providing landlords with information on options for protecting the value of property.

- Identify property inspection requirements
- Inspect Property
- Record and report inspection findings
- Implement repairs to managed properties
- Inform landlord of options for protecting asset value of property

CPPDSM3013A – Perform and Record Property Management Activities & Transactions
(CPPDSM4010A Lease Property)

This unit of competency specifies the outcomes required to process applications from tenants for the lease of all forms of property. It includes completing managing agent documentation, receiving applications from tenants, selecting tenants, completing leasing documentation, placing tenants in the property and processing receipt of security deposits and rent.

- Complete managing agent documentation
- Select tenant
- Complete leasing documentation
- Process receipt of security deposits (bonds) and rent
- Place new tenant in property
- Record tenant and landlord transactions on agency database

CPPDSM4007A – Identify Legal & Ethical Requirements fo Property Management to Complete Agency Work

This unit of competency specifies the outcomes required to meet the core legal and ethical requirements associated with property management. This includes awareness of the legislation dealing with the leasing and management of property, the role and responsibility of agency personnel in property management, the recording of property management transactions and the completion of property management documentation.

- Apply knowledge of property management
 - Develop knowledge of property management process
 - Handle moneys
 - Identify roles and responsibilities of agency personnel in property management
 - Use key register

CPPDSM4022A – Sell & Finalise the Sale of Property by Private Treaty

This unit of competency specifies the outcomes required to sell and finalise the sale of all types of property by private treaty. It includes qualifying buyers, arranging for potential buyers to inspect listed properties, delivering effective sales presentations, submitting offers and negotiating property sale with sellers and buyers and maintaining communications with sellers and prospective buyers. It also includes monitoring the process between exchange of contracts and settlement for all types of property and businesses and preparing documentation for agency disbursements.

- Arrange property inspection for potential buyer
- Deliver effective sales presentation
- Submit offer and negotiate property sale
- Maintain communication with seller
- Manage contract to settlement
- Prepare documentation for agency disbursements
- Decide on future contacts with prospects
- Maintain client relationships

CPPDSM4008A – Identify Legal and Ethical Requirements of Property Sales to Complete Agency Work

This unit of competency specifies the outcomes required to meet the core legal and ethical requirements associated with property sales. This includes awareness of the legislation relating to property sales, the role and responsibility of agency personnel in property sales, the administration of sales transactions and the completion of sales documentation.

- Develop knowledge of property sales
- Develop knowledge of sales process
- Identify roles and responsibilities of sales personnel

CPPDSM3009A – Maintain Workplace safety in the Property Industry

This unit of competency specifies the outcomes required to follow defined OHS policies and procedures to ensure own safety and that of others in the property industry workplace. It requires the ability to identify and control workplace risks and hazards, apply appropriate responses to emergency situations, and communicate workplace safety requirements.

- Assist implementation of safety policy and procedure in the workplace
 - Follow workplace procedures for hazard identification and risk control
 - Contribute to participative arrangements for management OHS

CPPDSM3010A – Meet Customer Needs and Expectations in the Property Industry

This unit of competency specifies the outcomes required to clarify and meet customer needs and expectations in the property industry in a single encounter or multiple encounters, on a one-to-one basis with a customer.

- Identify customer needs and expectations
- Respond to identified customer needs and expectations

CPPDSM3015A – Use and Maintain Property & Client Information Databases

This unit of competency specifies the outcomes required to use safely and maintain accurately property and client information databases in the context of real estate agency operations. It includes accessing property and client information databases, retrieving property and client information and producing reports, gathering and entering property and client information, maintaining the secure storage of property and client information and contributing to the monitoring and improvement of agency information databases.

- Access appropriate databases
- Retrieve relevant property and client information and produce reports
- Enter property or client information
- Maintain secure storage of information
- Contribute to monitoring and enhancing property information databases
- Use databases to enhance customer relations

BSBCMN402A – Develop Work Priorities

This unit covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development.

- Plan and complete your own work schedule
- Monitor own work performance
- Coordinate professional development